



EXCHANGE AND RETRNS FORM

Your details:

Name	
Contact Number	
Email Address	
Invoice/Order Number	
Billing Postcode	

Returned item details:

Product name/stock number	Quantity	Refund	Exchange	Reason for return / Comments

Return your items with this form and proof of purchase to DD Hire Services, 67 London Rd, Blackwater, Surrey, GU17 0AB

Terms and conditions:

If you are returning a faulty or incorrect product, we will cover the cost of returning the item(s) via Royal Mail Recorded Delivery (please do not send them Special Delivery), up to the value of £10. If the postage costs will be greater than £10, please contact us and we will arrange for the item(s) to be collected.

*If you are returning an unwanted item for exchange / refund or have ordered the wrong size we cannot reimburse your postage costs. If your order originally qualified for free delivery, **any refund will exclude the original postage cost**; exchanges will incur the cost of posting the replacement items to you – we will contact you as part of the returns process to arrange payment.*

Refunds will be made to the payment card used for the original purchase.